

HMO Independent External Review Summary 2001

Disposition of
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA U S HEALTHCARE OF ILLINOIS INC	110,495	634	89	5	3	0	0	2
AMERIGROUP ILLINOIS	0	891	0	0	0	0	0	0
BCI HMO INC	131	2	0	0	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	11,080	81	16	1	0	0	0	1
CIGNA HEALTHCARE OF ST LOUIS INC	1,924	23	0	0	0	0	0	0
COUNTRY MEDICAL PLANS INC	830	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	47,005	401	25	1	0	0	0	1
HEALTH ALLIANCE MEDICAL PLANS INC	141,273	382	121	59	19	1	0	39
HEALTH ALLIANCE MIDWEST INC	828	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	826,156	2,041	365	1	0	0	0	1
HEALTH LINK HMO INC	2,230	4	0	4	3	0	0	1
HUMANA HEALTH PLAN INC	299,040	1,432	170	5	2	2	0	1
JOHN DEERE HEALTH PLAN INC	38,344	68	8	0	0	0	0	0
MEDICAL ASSOCIATES HEALTH PLAN INC	2,450	14	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	5,941	22	2	0	0	0	0	0
NEVADACARE INC	118	5	1	0	0	0	0	0
ONE HEALTH PLAN OF ILLINOIS INC	23,418	98	11	0	0	0	0	0
OSF HEALTH PLANS INC	57,421	2,404	59	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	72,524	1,512	90	6	0	0	1	5
PRUDENTIAL HEALTH CARE PLAN, INC	10,213	82	57	9	6	0	0	3
ROCKFORD HEALTH PLANS INC	44,552	139	46	8	3	1	0	4
UNICARE HEALTH PLANS	167,831	1,333	152	12	4	0	0	8
UNION HEALTH SERVICE INC	23,127	18	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	73,116	770	100	2	0	0	1	1
UNITED HEALTHCARE OF THE MIDWEST INC	30,141	114	17	3	1	0	0	2
TOTALS	1,990,188	12,470	1,329	116	41	4	2	69

As of: December 31, 2001

Source: Illinois Department of Insurance

Published: July 10, 2002 Exhibit 7